STRAND 1

-  Globalisation - It reduces the boundaries of technology and as you can now text message emergency services.

-      Authenticity - How would they know the one sending is the person, if they do check it would impact privacy.

STRAND 2

-  Government and Politics - Because emergency services are run by the government.

-  Health - The article describe improvement in technology within health services.

STRAND 3

-  Software - Talks about implement about new software technology.

-  Personal and public communication.

STAKEHOLDERS

-  People and emergencies.

What is/are the issue/s associated with the IT system/development?

-   The article describe improvement in technology within health services.

What is/are the social impact/s on local or global communities?

-  It reduces the boundaries of technology and as you can now text message emergency services.

What is/are the ethical issue/s associated with a particular IT development?

* Globalization
* Authenticity
  + Privacy

How the IT system/development work?

* The people in the emergency can text the emergency service. Through the text message support, 911 can provide support within short response time. 911 can use the text message to track the senders location.

What policies, rules or laws apply to the situation?

* Proper equipment, software and training is required
* No 3rd party texting apps, or roaming users. (Roaming – cellphone users outside the country)
* Autoreply system policy

Describe how the IT development/problem emerged (started)?

* Access to 911 must catch up with how consumers communicate with the 21st century – and today, they are one day closer towards that vital goal.

What are the advantages and disadvantages for the stakeholders?

Advantages:

* Easy access

Disadvantages:

* Determining the senders location

Who is responsible? (Who is in-charge?)

* 911
* Government
* Local community

Who is accountable? (Who is to be blamed/answerable?)

* Prank texters
* People who decide to text instead of calling

What viable solution can be applied to overcome the problem?

* Filtering system, filtering the validity of the text
* Put up more wireless carriers
* More local emergency response centers
* Automatic picture sent

What are the consequences of these decisions?

* More human resources required building the facilities.
* More money required
* Quicker response
* More reliable system
* Expanded service range
* Automatic picture taken while sending the text

What are the alternative ethical decisions?

* If the text message were a prank text, the message would be reported to the police, giving the sender either a fine or jail time.

What is/are the social impact of the IT development on human life? This should include strand 2; The Area of Impact.

* Home and Leisure – increased security
* Health – Easier access to emergency services.